



### FASIC – A guide for patients on consulting by telephone or video

Decide if telephone or video is right for you	<ul style="list-style-type: none"> <li>• If you just need general information or self-care tips, try <a href="http://www.nhsinform.scot">www.nhsinform.scot</a></li> <li>• Video consultations can provide more visual information but a telephone consultation may also do</li> <li>• As we are self- isolating, shielding or closed during this pandemic, there may be more limited options for advice. Keep in touch with <a href="http://www.ed.ac.uk/sport-exercise/fasic">www.ed.ac.uk/sport-exercise/fasic</a> or <a href="mailto:fasic@ed.ac.uk">fasic@ed.ac.uk</a> for available services</li> <li>• If you do not have the following technical requirements then telephone is more appropriate</li> <li>• BUPA and AXA/PPP support remote consultation. Check if you use a different insurer</li> </ul>
Get Set Up Technically	<ul style="list-style-type: none"> <li>• A good internet connection</li> <li>• A quiet place where you won't be disturbed</li> <li>• Space to move around or practice exercises suggested by your clinician</li> <li>• A computer, tablet or smartphone with a built-in camera and microphone</li> <li>• Test your audio and video connection and adjust the settings so you can see and hear well (or get someone to do this for you)</li> <li>• Check your clinic information for what else you need to do (different video platforms have slightly different set-ups)</li> </ul>
Booking and Connecting	<ul style="list-style-type: none"> <li>• Make a video appointment by following the instructions from the clinic (on <a href="http://www.ed.ac.uk/sport-exercise/fasic">www.ed.ac.uk/sport-exercise/fasic</a> or from <a href="mailto:fasic@ed.ac.uk">fasic@ed.ac.uk</a>)</li> <li>• Just before your appointment time, click the connection</li> <li>• Say hello or wave when you see the clinician (You may both have to make adjustments to your sound or camera to ensure you can hear and see each other)</li> <li>• Expect the clinician to ask you questions to check your ID, and check your consent</li> <li>• Make sure the clinic knows your phone number so they can call you back if the connection fails</li> <li>• The clinician will attempt 3 calls in the initial 5 minutes of your appointment, then call your supplied telephone number to check availability. Beyond this we will assume unavailability.</li> </ul>
Having your consultation	<ul style="list-style-type: none"> <li>• Look at the screen (there's no need to look directly at the camera)</li> <li>• If all goes well, the call will feel like a face to face appointment</li> <li>• Wear appropriately clothing ie shorts, and use the screen camera to show things (like swelling or a bruise)</li> <li>• If you get cut off and can't reconnect, wait for a phone call</li> <li>• Write down any advice or instructions, and make sure you know the next steps, eg plan for review on what was worked, what was difficult, or to feed back results or symptoms with exercises</li> <li>• When you have both said goodbye, disconnect.</li> </ul>